

# JUVENILE COURT

## All Service Areas

⇒ **Departmental Goal:** Continue to deliver high quality customer service programs.

**County-wide Goal:** *Customer Satisfaction*

7104

► **Objective:** By 2018 100% of listed strategies will be implemented or completed to review and improve customer services throughout the court.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7104

1) Review 100% of departmental staffing needs by February 2014 to ensure quality customer services 2) Request additional staff, based on staffing needs, through budget process by February 2014 3) Review processes for 100% of current services and delivery methods by December 2014 4) By June 2015, incorporate Evidenced Based Practices methods in both training and programs to ensure that quality customer services are being provided 5) Each internal department will develop and utilize an internal evaluation process to ensure that quality services are provided, i.e. performance measurements, indicators, etc, by June 2018.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
10%	25%	50%	75%	100%

⇒ **Departmental Goal:** Enhance relationships with community stakeholders to promote and improve effectiveness of services.

**County-wide Goal:** *Public Awareness, Trust & Participation*

7105

► **Objective:** By 2017, 100% of listed strategies will be implemented or completed to identify stakeholders and establish contacts.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7105

1) Outreach team's duties will be expanded to include additional duties by March 2013 2) List of identified stakeholders and their contacts will be completed 100% by July 2013 3) Initial contact for 100% of identified stakeholders will be made by September 2013 4) Identified contact/representatives for 100% of identified stakeholders will be established by December 2013 5) Juvenile Court Center will attend outside stakeholders meetings and trainings to promote information sharing or establish ongoing internal stakeholder meetings by December 2015.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
10%	25%	50%	100%	100%

# JUVENILE COURT

## All Service Areas

⇒ **Departmental Goal:** Enhance safety and security practices/programs for employee and public safety.

**County-wide Goal:** *Community Health, Safety and Well-being*

7102

► **Objective:** By 2017, 100% of listed strategies will be implemented or completed to improve security/safety throughout the court facility.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7102

1) Develop and implement emergency response safety training by December 2013 2) By December 2014, provide yearly training, to include drills, to 100% of staff and volunteers each calendar year 3) Assess building/parking security and safety risk and develop a correction plan by June 2015 4) Request additional resources to implement 100% of correction plan by February 2017.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	25%	50%	75%	100%

⇒ **Departmental Goal:** Enhance the use of technology to increase effectiveness.

**County-wide Goal:** *County Resources*

7100

► **Objective:** By 2015, 100% of strategies listed will be implemented to develop and automate work flow processes.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7100

1) By December 2013, develop plan to replace outdated equipment 2) Assess data and tracking needs and create yearly list of needed software by June 2014 3) By December 2015, create yearly IT training plan for both new and ongoing employees.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
30%	50%	100%	100%	100%

# JUVENILE COURT

## All Service Areas

⇒ **Departmental Goal:** Retain and sustain a highly qualified professional workforce.

**County-wide Goal:** *Community Health, Safety and Well-being*

7103

► **Objective:** By 2017, 100% of listed strategies will be implemented or completed to provide competitive compensation and employee recognition.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7103

1) By December 2013, maintain a contract with an independent consultant for yearly market surveys and prioritize out of market positions in yearly budget requests each fiscal year 2) Establish guidelines by December 2014 to conduct regular review of job descriptions to ensure that duties match the job purpose 3) Establish an incentive program that allows internal departments to share and implement ideas that recognizes employee's quality performance and customer service by June 2016.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
40%	50%	75%	100%	100%

## All Services Areas

⇒ **Departmental Goal:** Identify and utilize resources for greater effectiveness.

**County-wide Goal:** *County Resources*

7101

► **Objective:** By 2018, 100% of listed strategies will be implemented or completed to identify and obtain available resources and make available to personnel.

→ **Measure:** Percentage of Strategies completed.

▷ **Strategy:**

7101

1) By December 2014, assess internal resources and create plan to reallocate as appropriate 2) By December 2014, implement yearly process to assess 100% of department needs and seek additional funding 3) Identify and train 2 staff in grant writing by June 2014 4) By December 2016, assess internal processes and create plan to streamline to increase efficiency.

Target / Benchmark :				
FY13/14	FY14/15	FY15/16	FY16/17	FY17/18
20%	25%	50%	75%	100%